



# **Customer Self Service User's Guide**

This guide provides step-by-step instructions  
and photos to help you set up and use your  
Customer Self Service portal.



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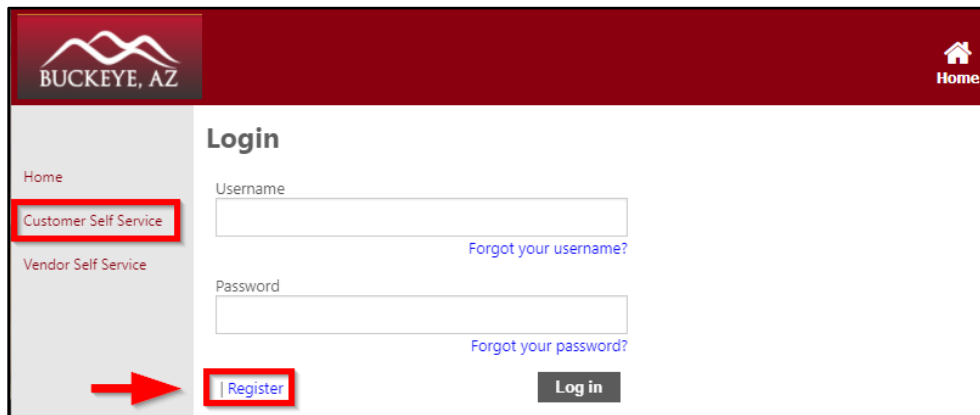
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The Customer Self Service (CSS) portal will allow you to easily manage your city accounts. This portal will allow you to make payments either by setting up a recurring payment or paying one time per bill. You can also monitor your past usage with the easy to view dashboard.

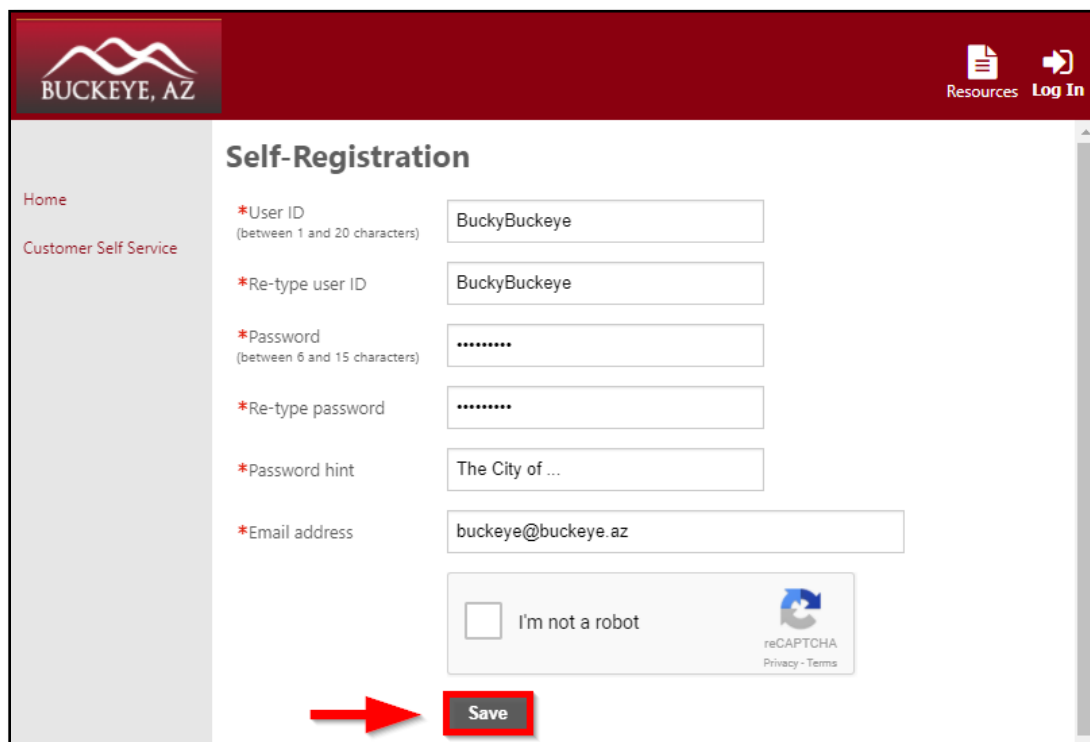
To begin, please go to <https://selfservice.buckeyeaz.gov/MSS/login.aspx> in your browser to access your portal, or click [here](#) (Note: link only works on electronic copy of this document).

You will be brought to the CSS home screen. If this is your first time visiting, you will need to register to create an account. Click **“Register”** as indicated below. Please make sure to select **“Customer Self Service”** to see the login page.



The screenshot shows the CSS home screen with a red header bar containing the BUCKEYE, AZ logo and a Home link. A left sidebar lists navigation options: Home, Customer Self Service (highlighted with a red box), and Vendor Self Service. The main content area is titled "Login" and contains fields for Username and Password, each with a "Forgot your [username/password]?" link. A red arrow points to a "Register" button at the bottom left, and a "Log in" button is at the bottom right.

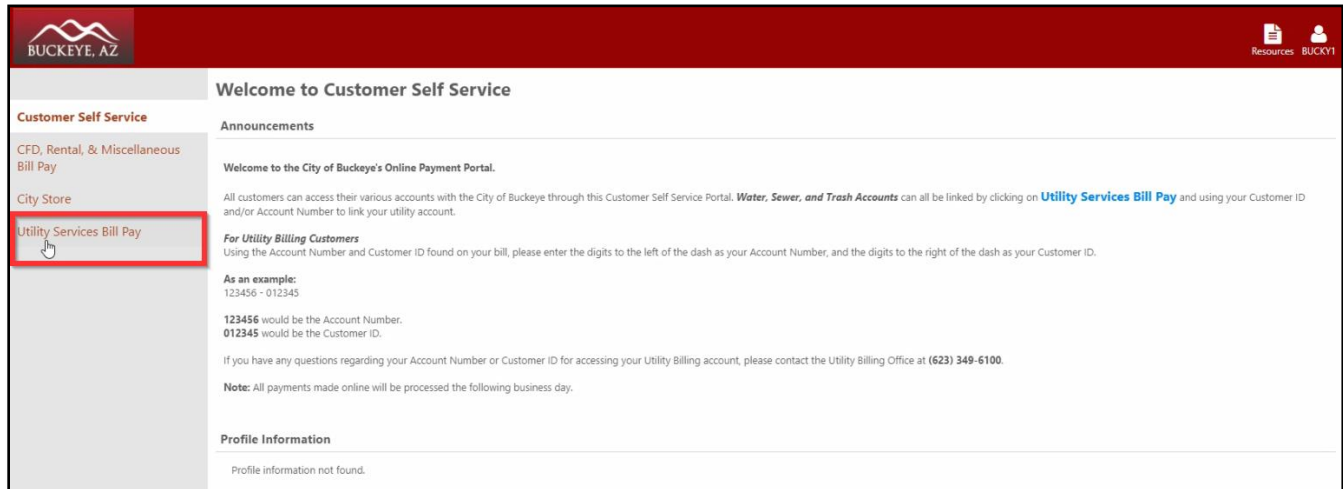
You are now on the **“Self-Registration”** screen. Choose a secure **“User ID”** and password that you will remember. If necessary, write down your chosen username and password in a secure location for future reference. Complete all the fields with your chosen information. Once you are done, click **“Save”**. **NOTE:** Please remember the “user ID” or “username” chosen; city staff cannot look up your account without the User ID.



The screenshot shows the Self-Registration screen with a red header bar containing the BUCKEYE, AZ logo and links for Resources and Log In. A left sidebar lists navigation options: Home and Customer Self Service. The main content area is titled "Self-Registration" and contains several required fields: \*User ID (between 1 and 20 characters) with value "BuckyBuckeye", \*Re-type user ID with value "BuckyBuckeye", \*Password (between 6 and 15 characters) with masked value "\*\*\*\*\*", \*Re-type password with masked value "\*\*\*\*\*", \*Password hint with value "The City of ...", and \*Email address with value "buckeye@buckeye.az". Below these fields is a checkbox for "I'm not a robot" and a reCAPTCHA logo. A red arrow points to a "Save" button at the bottom.

**Linking your account:** Once you have completed the registration process; your account has now been created you will be brought to the “**Welcome to Customer Self Service**” screen. You will need to link an available account to manage your city services.

Click the “**Utility Services Bill Pay**” link located on the right side navigation menu.



**Welcome to Customer Self Service**

**Customer Self Service**

CFD, Rental, & Miscellaneous Bill Pay

City Store

**Utility Services Bill Pay**

**Announcements**

Welcome to the City of Buckeye's Online Payment Portal.

All customers can access their various accounts with the City of Buckeye through this Customer Self Service Portal. **Water, Sewer, and Trash Accounts** can all be linked by clicking on **Utility Services Bill Pay** and using your Customer ID and/or Account Number to link your utility account.

**For Utility Billing Customers**

Using the Account Number and Customer ID found on your bill, please enter the digits to the left of the dash as your Account Number, and the digits to the right of the dash as your Customer ID.

As an example:  
123456 - 012345

123456 would be the Account Number.  
012345 would be the Customer ID.

If you have any questions regarding your Account Number or Customer ID for accessing your Utility Billing account, please contact the Utility Billing Office at (623) 349-6100.

**Note:** All payments made online will be processed the following business day.

**Profile Information**

Profile information not found.

Click the “**Link to Account**” link as shown below.



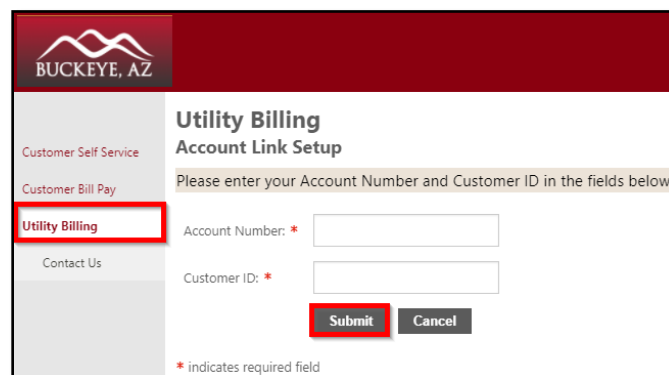
**Utility Services Bill Pay Accounts**

Select an account to work with.

No Utility Billing accounts have been linked to this user.

**Link to Account**

You are now on the “**City of Buckeye Utility Billing Page.**” This page will allow to access your utility account with the city. To access your account, you will need your new Account Number and Customer ID Number located on your bill.



**Utility Billing Account Link Setup**

Please enter your Account Number and Customer ID in the fields below:


Account Number: \*

Customer ID: \*

**Submit** **Cancel**

\* indicates required field


Please locate your bill at this time. Find the “**Account Number**” field on your new bill, as shown below. Your Account Number is the numbers to the left of the hyphen, and the numbers to the right of the hyphen are your Customer ID. You will need to link your bill to your registered account in the CSS portal to view and or pay your bill.

		<b>City of Buckeye - Utility Billing</b> 530 E. Monroe Ave Buckeye, AZ 85326 - 2806 623-349-6100 <a href="http://www.buckeye.gov">www.buckeye.gov</a>		<b>UTILITY BILL</b> <b>Customer Copy</b> Keep this portion for your records	
Customer Name			Service Address		
Buckeye, Bucky			530 E. Monroe Ave		
Bill Number	Bill Date	Account Number		Current Billing Due Date	
100000	01/08/2018	200045-411244		01/29/2018	
Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading
					Usage (1000 gal.)
					Charge

Click “**Accounts**” from the left side navigation bar as indicated by the red box below. Then click the blue link “**Link to Account**” in the top right.

- Enter your Account Number (Account ID) (the numbers to the left of the hyphen) in the “**Account Number**” field.
- Enter your Customer ID (CID) (the numbers to the right of the hyphen) in the “**Customer ID**” field.

Click “**Submit**” to search for the bill.



**Utility Billing**  
**Account Link Setup**

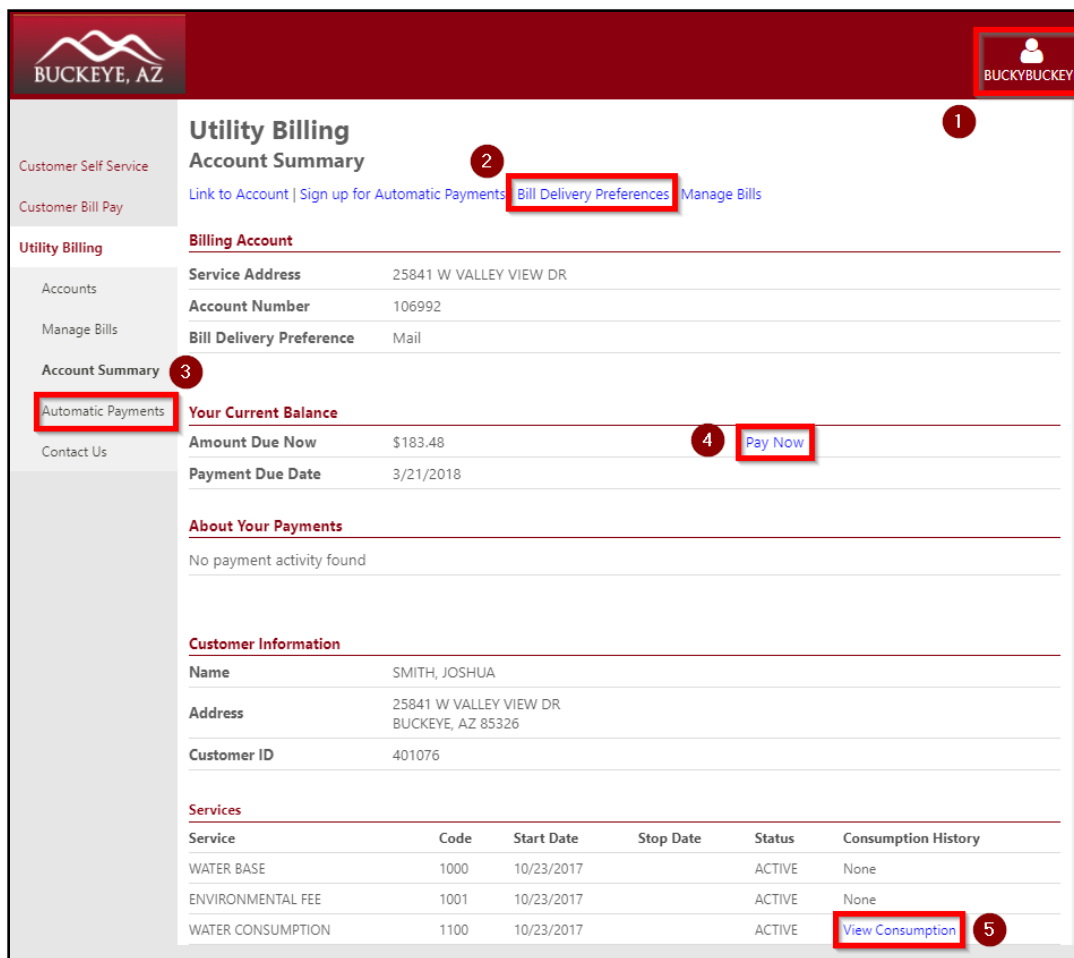
Customer Self Service  
 Customer Bill Pay  
**Utility Billing**  
 Contact Us

Please enter your Account Number and Customer ID in the fields below:

Account Number: \*

Customer ID: \*

As soon as you link an account, you will be taken to the “Utility Billing Account Summary” screen.



The screenshot shows the 'Utility Billing Account Summary' page. The left sidebar contains links for 'Customer Self Service', 'Customer Bill Pay', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and includes links for 'Link to Account', 'Sign up for Automatic Payments', 'Bill Delivery Preferences', and 'Manage Bills'. The 'Bill Delivery Preferences' link is highlighted with a red box and a callout '2'. The 'Automatic Payments' link in the sidebar is highlighted with a red box and a callout '3'. The 'Pay Now' button is highlighted with a red box and a callout '4'. The 'View Consumption' link is highlighted with a red box and a callout '5'. The page also displays account information such as Service Address, Account Number, and Bill Delivery Preference, as well as a table of services and consumption history.

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER BASE	1000	10/23/2017		ACTIVE	None
ENVIRONMENTAL FEE	1001	10/23/2017		ACTIVE	None
WATER CONSUMPTION	1100	10/23/2017		ACTIVE	View Consumption

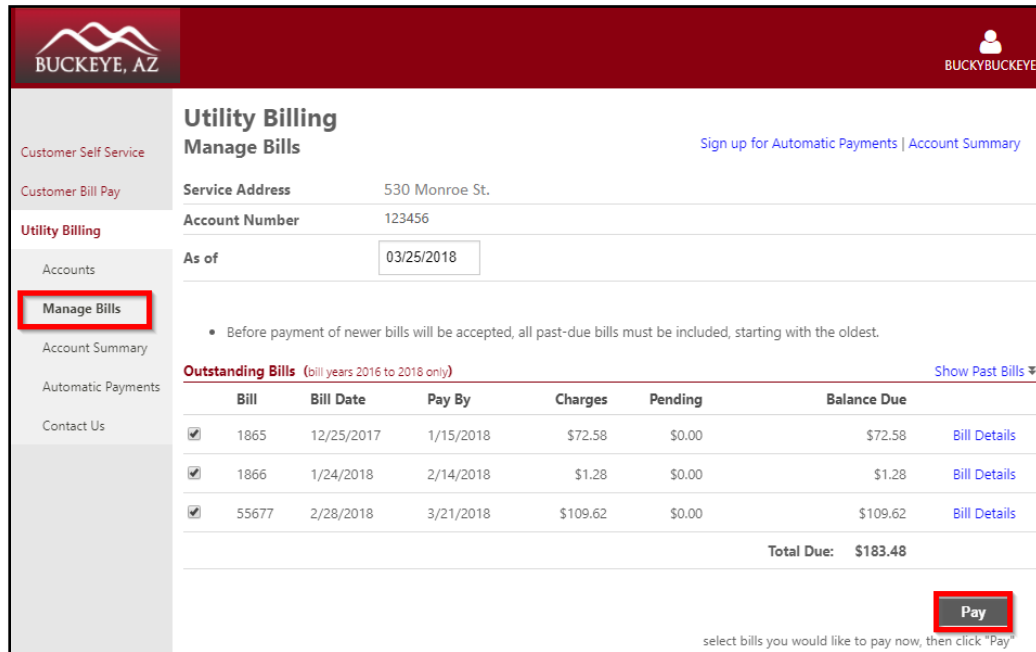
- 1. Account Management** – Update account information, remove linked accounts, logout.
- 2. Bill Delivery Preferences** – This screen will let you enroll in electronic billing for paperless bills.
- 3. Automatic Payments** – Setting up your account payments using Checking or Savings account (EFT).
- 4. Pay Now** – If there are monies owed on your account, you can use this link to pay by credit card.
- 5. View Consumption** – This will allow you to view your previous consumption for previous bill.





## Paying Your Bill:

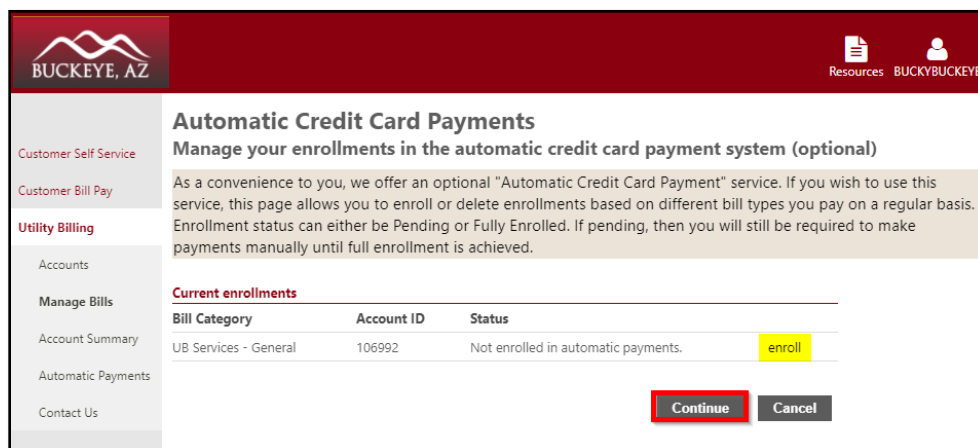
Click the **“Manage Bills”** from the left side navigation menu. You will be shown any pending bills that have an outstanding balance owed. You can choose to pay all or one bill by selecting the check box next to the Bill number and then clicking Pay.



Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/> 1865	12/25/2017	1/15/2018	\$72.58	\$0.00	\$72.58	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/> 1866	1/24/2018	2/14/2018	\$1.28	\$0.00	\$1.28	<a href="#">Bill Details</a>
<input checked="" type="checkbox"/> 55677	2/28/2018	3/21/2018	\$109.62	\$0.00	\$109.62	<a href="#">Bill Details</a>
<b>Total Due:</b>					<b>\$183.48</b>	

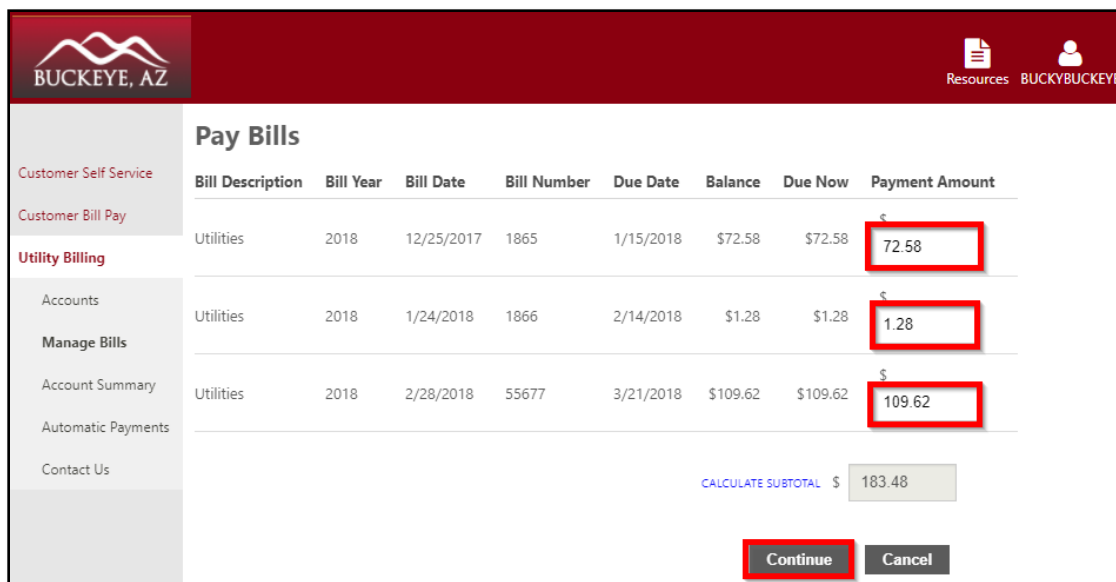
You can choose to enroll your account in Automatic Payments using your Credit Card by clicking the blue enroll hyperlink that is highlighted below.

**Note:** You will need to complete at least 1 manual payment before complete enrollment can be established.



Bill Category	Account ID	Status	
UB Services - General	106992	Not enrolled in automatic payments.	<a href="#">enroll</a>

Once you click **“continue”**; you will be taken to the payment screen. This screen will allow you to change the amount you can pay against your bill.



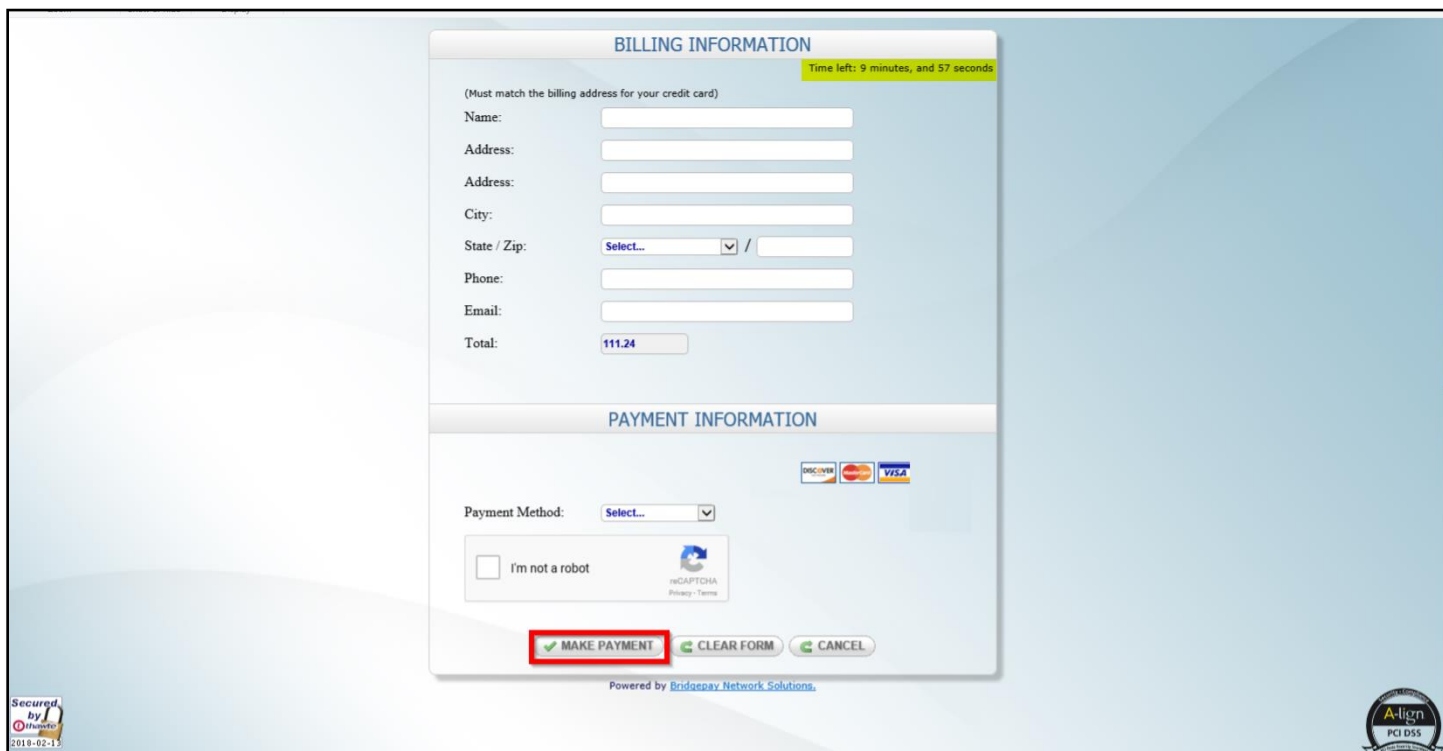
Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2018	12/25/2017	1865	1/15/2018	\$72.58	\$72.58	\$ 72.58
Utilities	2018	1/24/2018	1866	2/14/2018	\$1.28	\$1.28	\$ 1.28
Utilities	2018	2/28/2018	55677	3/21/2018	\$109.62	\$109.62	\$ 109.62

CALCULATE SUBTOTAL \$ 183.48

**Continue** **Cancel**

Click **“Continue”** you will now be taken to the payment processor screen. You can pay by most major credit cards. Enter all billing address information matching your credit card billing information on file with your bank.

**Note:** the security token for this process has a timer located in the top right of the screen; you will only have 10 minutes to complete the payment process.



**BILLING INFORMATION**

Time left: 9 minutes, and 57 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:

Email:

Total:

**PAYMENT INFORMATION**

Payment Method:

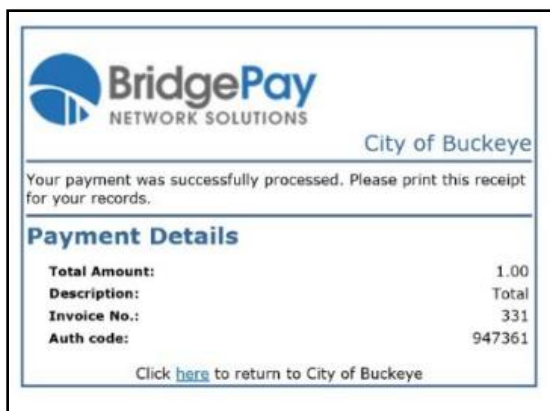
☐ I'm not a robot

**MAKE PAYMENT** **CLEAR FORM** **CANCEL**

Powered by [Bridgepay Network Solutions](#)

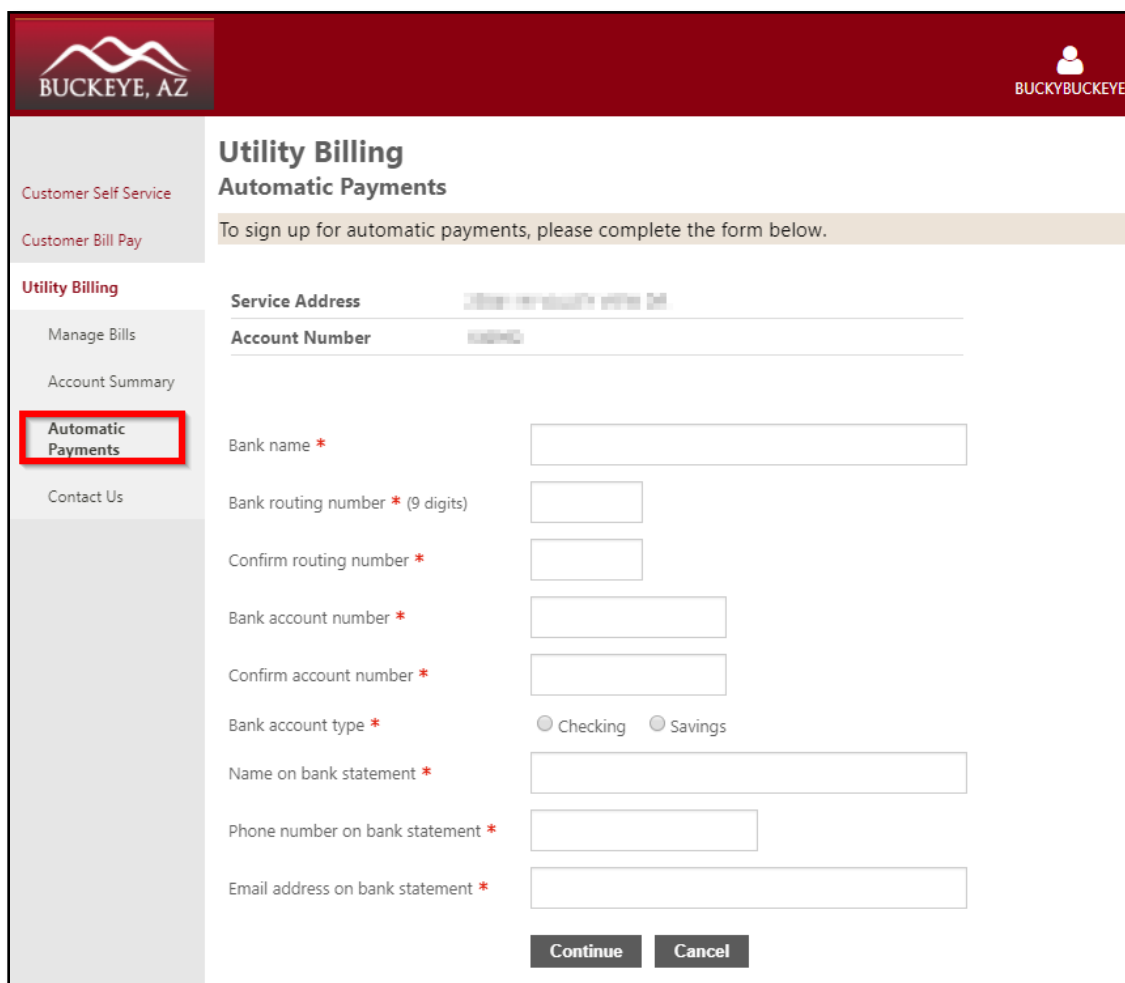
Upon successful completion of the payment process, you will receive a confirmation message. You will also receive an email copy of the confirmation that will be delivered to the email address provided at the time of payment.






• **Setting up automatic payments (EFT - Electronic Fund Transfer):**

Click the “**Automatic Payments**” from the left side navigation menu. You can link your Checking or Savings account to pay your city bills automatically. You will need your bank information to set this feature up; setting up the account for automatic payments through this method will authorize the monies to be pulled directly from your selected bank account. If there are any issues entering your bank information, please contact Buckeye City Utility Billing and they can enter the account information directly.

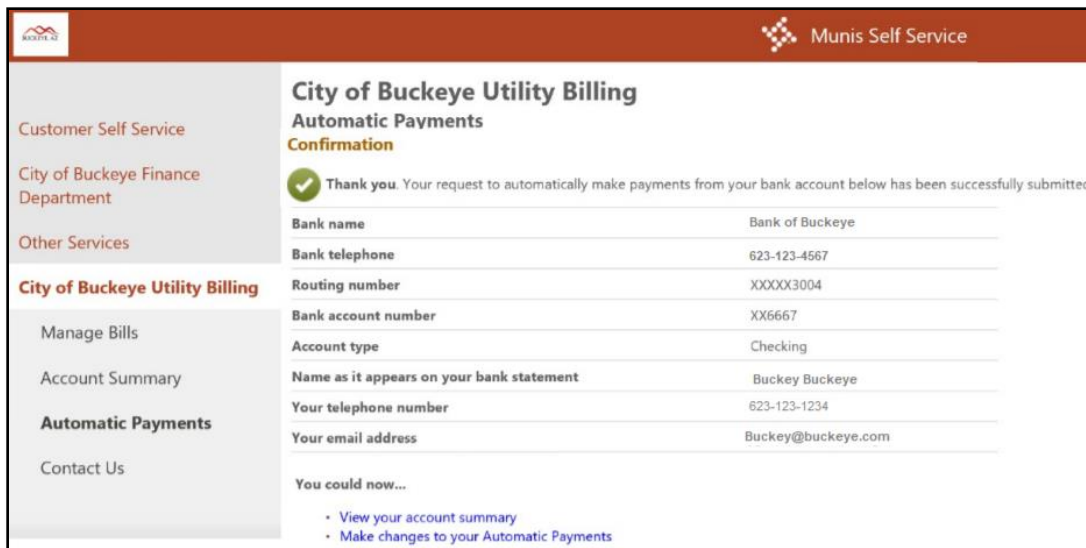



After inputting all the required banking information, you will be presented to a “**Review**” screen before you click “**Submit**” review all information for accuracy.



City of Buckeye Utility Billing Automatic Payments	
<b>Review</b>	
Bank name	Bank of Buckeye
Bank telephone	623-123-4567
Routing number	XXXXX3004
Bank account number	XX6667
Account type	Checking
Name as it appears on your bank statement	Buckey Buckeye
Your telephone number	623-123-1234
Your email address	Buckey@buckeye.com
<input type="button" value="Submit"/> <input type="button" value="Modify"/> <input type="button" value="Cancel"/>	

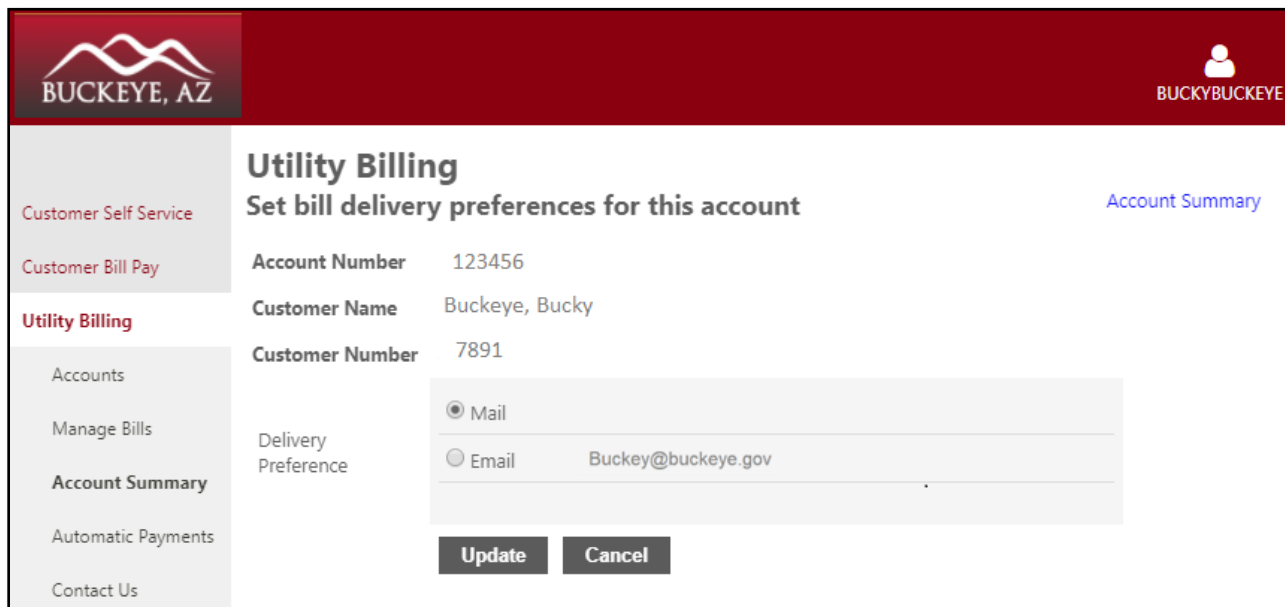
After submitting the information, you will get the Confirmation screen. **Note:** until you have been notified that automatic payments are in effect; you will need to make payments as normal either by making payments online, mail, or visiting the Utility Billing office.



City of Buckeye Utility Billing Automatic Payments	
<b>Confirmation</b>	
 <b>Thank you.</b> Your request to automatically make payments from your bank account below has been successfully submitted.	
Bank name	Bank of Buckeye
Bank telephone	623-123-4567
Routing number	XXXXX3004
Bank account number	XX6667
Account type	Checking
Name as it appears on your bank statement	Buckey Buckeye
Your telephone number	623-123-1234
Your email address	Buckey@buckeye.com
You could now... <ul style="list-style-type: none"> <li>• <a href="#">View your account summary</a></li> <li>• <a href="#">Make changes to your Automatic Payments</a></li> </ul>	

**Paperless Billing | E-mail bill delivery**

You can select your billing delivery preference to mail or e-mail; this screen will also allow you to update your email address if at any time it changes.



**For additional help** please contact one of our representatives from the Utility Billing department.

Phone: **623-349-6100**: 7:00am – 6:00pm. Monday – Thursday (excluding government holidays).

You can also e-mail [billing@buckeyeaz.gov](mailto:billing@buckeyeaz.gov); please provide a good contact number and a brief explanation of your issue and a representative will get back to you during normal working hours.

<http://www.buckeyeaz.gov/water-resources/>